INDICATORS FOR STIGMA AND DISCRIMINATION

Language Capacity of Mental Health Providers

Description of Indicator

This indicator reports on the language capabilities of therapists working in Department of Mental Health directly-operated and contracted clinics during fiscal year 2006-07.

Research Base and Relevance to PEI

It is difficult to find a single measure of mental health stigma or discrimination for Los Angeles County. Like other forms of discrimination, it is difficult to identify, quantify, and track. Only recently have hate crimes committed against individuals with mental disorders been tallied. The FBI reported 74 "anti-mental disability" crimes were logged by local law enforcement across the county in 2006; Los Angeles County only had one official "anti-disability"-related hate crime investigated (FBI, 2006).

Mental health stigma (including self-stigma) has been found to be a barrier to mental health treatment. We do not have any firm numbers detailing how much stigma prevents individuals in Los Angeles County from accessing treatment, though we do know it contributes, in part, to this problem. One way that we can look at this is to examine the language capacity of clinics to treat individuals most vulnerable to mental health stigma and discrimination: ethnic minorities. Because the burden of mental health stigma is the most extreme for populations already experiencing discrimination, it is important to have in place clinicians who can communicate with clients in their primary language and who are versed in their client's cultural milieu. Doing so may attenuate the numbers of individuals experiencing a double stigma by providing them with someone who can address the issues within an appropriate cultural context (Gary, 2005).

Table 3.44

Countywide Summary:
DMH Providers and Clients

	Rendering Providers[1]	DMH Clients[2]
Countywide Programs	12,719	190,058
Service Area 1	629	7,555
Service Area 2	2,657	24,885
Service Area 3	2,982	18,738
Service Area 4	2,356	42,250
Service Area 5	1,172	8,764
Service Area 6	2,099	20,559
Service Area 7	1,343	17,861
Service Area 8	2,441	25,412
Total	28,398	356,082

1. Providers that served DMH clients during calendar year 2007.
2. Clients served by LA County DMH providers during fiscal year 2006-07.

What the Numbers Show

In order to get a sense for the population numbers involved, Table 3.44 shows that 28,398 rendering providers saw a total of 356,082 clients over the course of the reporting period. Dividing the number of providers into the number of clients yields a benchmark case load of 12.5 clients/provider. Across the county, there are large variations in this figure due to regional and program differences.

Client-based Staffing Ratios

Table 3.45 depicts county mental health therapist language abilities across identified primary languages. Calculating a Client/Provider ratio tells us that on average, for

each English-speaking rendering provider, (i.e., a mental health therapist), there are 7.7 clients who have identified them as English-speaking. If one uses this figure as a benchmark of service, then one would be interested to determine which ethnic groups were above and below this number. Ethnicities with higher ratios indicated that there were fewer therapists with a particular language capability. Among the highest of these appeared to be the Cambodian population (23.4), the Armenian population (13.2), and the Vietnamese population (9.5). One should also make note of the "Other" category, which is so often ignored. These data indicate that 26,581 clients reported a language other than the identified threshold languages. It is impossible to tell from these data whether the rendering providers were able to meet the needs of the "Others" as their language capabilities were not specified with this data set. Future data gathering should attempt to rectify this by becoming more specific. In a county as large as Los Angeles, there will be a multitude of language needs that are unmet that fall below the language thresholds. Documenting these unmet needs is a first step in providing services to this large and linguistically diverse group of clients.

Table 3.45

Countywide Summary: Mental Health Providers' Language Capacity - Client-based

Threshold Languages	Rendering Providers[1]	DMH Clients Self Reported Primary Language	Client/ Provider
Arabic	55	117	2.1
Armenian	121	1599	13.2
Cambodian	57	1332	23.4
Cantonese	157	575	3.7
English	16127	124981	7.7
Farsi	153	408	2.7
Korean	269	1220	4.5
Mandarin	265	571	2.2
Other Chinese	59	214	3.6
Russian	126	393	3.1
Spanish	4056	30467	7.5
Tagalog	192	392	2.0
Vietnamese	119	1132	9.5
Other	1163	26581	22.9
Total	22919	189982	8.3

1: Rendering Providers that rendered a service to a client in calendar year 2007. The total count for providers exceeds the unique count because a provider may report more than one language. Includes directly operated clinic staff, contacted providers, and fee for service providers.

Population-based Staffing Ratios

Table 3.46, drawn from different sources than Table 3.45 depicts ethnic population/ rendering provider ratios. This differs from the data in the Table 3.45 which was limited to mental health clients. Table 3.46, calculates its ratios using general population data (instead of the mental health client population) and adds an additional calculation to standardize the number of rendering providers/10,000 individuals. Calculating staffing ratios in this manner resulted in a somewhat different picture. In Table 3.46, cells are highlighted in red to show areas where the numbers of therapists/10,000 is less than five. Additionally, an asterisk appears next to figures where the population numbers were less than 1,000 individuals. It is important to look at both the rate and whether there were sizeable numbers of individuals living in a given area. In Service Area 6, for example, the summary table indicated that there were 265 therapists who could speak Vietnamese/10,000 Vietnamese-speaking individuals. The asterisk next to this figure indicates that fewer than 1,000 Vietnamese speakers were

actually living in Service Area 6; so we know that the high rate is due to the small numbers of individuals involved.

Countywide, these data indicated that there were 41 English-speaking therapists/10,000 English speakers across the county. If we use this as a benchmark then we see that only Mandarin speakers (67) have a higher therapist rate. The lowest rates were found for Chinese (3), Armenian (8), Tagalog (8), and Arabic (10) speakers, who had 10 or fewer therapists/10,000. Spanish speakers had 11 therapists/10,000, or less than a third of what was available to English speakers.

It is unclear how much of the discrepancy between the two tables (3.45, 3.46) is accounted for by mental health stigma, but it is likely that some stigma works as a barrier to accessing services. Individuals are more apt to contact mental health therapists when they know they speak a common language. The gap between what is currently offered, what is currently being utilized, next to the population numbers may be a fuzzy indication of where a stigma-busting intervention may be of use. Consider Armenian speakers, for instance, who in Table 3.45 were shown to have one of the highest client/therapist ratios across the county, an indication of need. Next, examine the low therapist ratio in Table 3.46, which indicates that there are only 7 therapists/10,000 Armenian speakers across the county, another broader indication of need. And, finally, consult the population tables (cf. Table 3.0) to verify that there are over 140,000 Armenian speakers in the county, a sizeable population. However, not every population is as clear.

It is arguable that failure to provide adequate staffing to meet the language needs of the county's population is institutional discrimination. These data indicated that virtually all threshold language groups had staffing ratios that were disproportionately smaller than for English speakers. The discrepancy is likely to be even larger when one considers the relative prevalence of mental illness across language groups compared to English speakers. Using estimates of individuals with mental illness across ethnicities as the denominator for the calculated staffing ratios instead of actual population estimates would yield even more divergent results.

Service Area Communities

Service Area 1: Antelope Valley
Across the service area, staffing ratios for English speakers (29) was over three times the ratio for Spanish speakers (8) and over four times that for Vietnamese speakers (7). For populations numbering over 1000 individuals, only Korean speakers (38) saw a staffing ratio that exceeded that for English speakers.

Service Area 2: San Fernando
Data for the La Tuna Cyn. and Brentwood N. areas were not available for analysis.

Across the service area, overall staffing ratios indicated that Armenian (4), Arabic (4), and Chinese speakers had the least resources available to them. Staffing ratios for Spanish speakers were low in the Panorama City area (3), Encino area (3) and North County W. area (0). Staffing ratios for Armenian speakers were low in virtually all communities where sizeable numbers of Armenian speakers resided with the exception of the Gra-

Table 3.46
Countywide Summary: Mental Health Providers' Language Capacity
- Population-based Staffing Ratios[1]

Service Area	English	Spanish	Armen	Farsi	Arabic	Russian	Canton	Chinese	Mandarin	Cambod	Korean	Vietnam	Tagalog	All Other
1	29	8	59*	65*	0	346*	1818*	23*	582*	0*	38	7	18	97
2	30	9	4	12	4	16	49	3	151	38	8	7	6	18
3	42	14	21	22	8	82	11	1	28	9	8	5	6	24
4	94	15	13	43	44	24	64	11	682*	52	17	95	8	43
5	29	29	11*	6	8	7	29	2	64	181*	13	15	17	21
6	57	8	809*	20	39*	170*	926*	52	665*	0*	170	265*	60	49
7	41	8	30	211*	20	32*	75	1	55	14	14	13	8	19
8	33	13	52	85	10	48	73	8	172	15	13	14	6	21
Total	41	11	8	18	10	24	30	3	67	19	14	13	8	26

1. Rendering Providers / 10,000 individuals

< 5

* < 1000 individuals

nada Hills and Woodland Hills areas. Staffing ratios for Farsi speakers were 0 in the Burbank, La Tuna Cyn., Brentwood N., and San Fernando-Calabasas-Agoura areas where there were over 1000 Farsi speakers in each of these areas. Staffing ratios for Arabic speakers was 0 in the Burbank and Granada Hills areas. Staffing ratios for Russian speakers were lowest in the Burbank area (3), North Hollywood area (4), and the Encino area (3). Chinese speakers in the Northridge and Encino communities had a staffing ratio of 0. Staffing ratios for Korean speakers was 0 in the Santa Clarita, Burbank, Panorama City, Encino, and North County W. areas. Staffing ratios for Vietnamese speakers was 0 in the North Hollywood and Woodland Hills areas. Staffing ratios for Tagalog speakers were 0 in the Panorama City, North Hollywood, Encino, and Woodland Hills areas.

Service Area 3: San Gabriel

Data for the Diamond Bar area were not available for analysis

Across the service area, Chinese (1), Tagalog (6), and Vietnamese (5) speakers had the fewest staffing resources available to them. Staffing ratios for English speakers (42) was exceeded only by the staffing ratio for Russian speakers (82) in populations over 1,000 individuals. Within the service area communities, Spanish speakers saw low staffing ratios in the Pomona area (4), the Baldwin Park-Azusa-Duarte area (2), the Diamond Bar area (0), and the Hacienda Heights area (0). Cantonese speakers saw low staffing ratios in the communities of Covina-Walnut (0) and Diamond Bar (0). Chinese speakers saw low staffing ratios (below 5) in all communities with the exception of the Pasadena area. Mandarin speakers saw similarly low staffing ratios in the Alhambra-S. Pasadena area (3) and the Diamond Bar area (0). Korean speakers saw staffing ratios below 5 in the Pomona area (0), the Arcadia-San Gabriel-Temple City-San Marino area (2), the Covina-Walnut area (4), the Diamond Bar area (0), and the Hacienda Heights area (0). Vietnamese speakers saw staffing ratios below 5 in all large communities, (i.e., over 1,000 indi-

Table 3.47

Service Area Communities: Mental Health Providers' Language Capacity - Population-based Staffing Ratios[1]

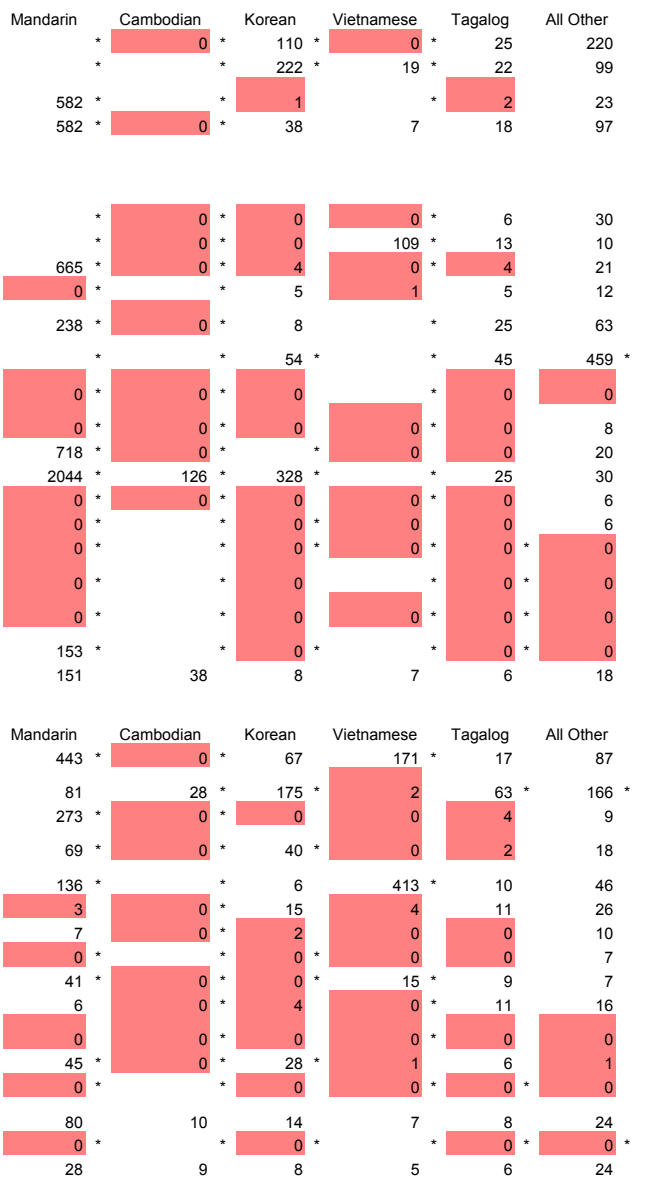
Service Area 1 Communities	English	Spanish	Armenian	Farsi	Arabic	Russian	Cantonese	Chinese
Lancaster	34	16	139 *	316 *	0 *	*	*	*
Palmdale	35	6	48 *	*	0 *	179 *	*	53 *
North County E.	12	3	29 *	1 *	0 *	21 *	0 *	0 *
Total	29	8	59 *	65 *	0	346 *	1818 *	23 *
Service Area 2 Communities								
Santa Clarita	27	7	204 *	128 *	0 *	701 *	0 *	0 *
Burbank	14	12	0	0	0	3	0 *	0 *
Glendale	31	10	4	16	6	30	230 *	0 *
Northridge	32	31	4	9	0 *	44 *	0 *	0
Granada Hills	36	11	17	284 *	0	58	*	0 *
Pacoima-Arleta	199	12	*	*	*	109 *	*	*
La Tuna Cyn.		0	0	0	*	0 *	0 *	0 *
Panorama City		3	2	308 *	0 *	81 *	*	0 *
North Hollywood	33	7	1	519 *	3	4	0 *	0 *
Sherman Oaks	132	18	3	154 *	0 *	6	681 *	88 *
Encino	7	3	0	2	8	3	0 *	0
Woodland Hills	14	8	17	5	0 *	20	0 *	0 *
Brentwood N.	0	0	0 *	0	0 *	0	0 *	0 *
North County W.	0	0	0 *	0 *	0 *	0 *	0 *	0 *
La Canada-Flintridge	0	0	0	*	0 *	0 *	0 *	0 *
San Fernando-Calabasas-Agoura	6	8	*	0	0 *	0 *	0 *	0 *
Total	30	9	4	12	4	16	49	3

Service Area 3 Communities	English	Spanish	Armenian	Farsi	Arabic	Russian	Cantonese	Chinese
Pasadena	160	99	51	0 *	135 *	144 *	35 *	7
El Monte	174	17	*	*	*	168 *	29	3
Pomona	29	4	0 *	*	*	*	0 *	0
West Covina	21	10	147 *	*	8	*	15	0
Altadena-Monrovia-Sierra Madre	35	28	3	*	0	1 *	50 *	0 *
Alhambra-S. Pasadena	45	41	67 *	0 *	42 *	0 *	3	1
Arcadia-San Gabriel-Temple City-San Marino	10	11	0 *	49 *	0 *	*	5	0
Baldwin Park-Azusa-Duarte	8	2	0 *	0 *	0 *	0 *	0 *	0
Glendora-Claremont-San Dimas-La Verne	23	15	0	49 *	3	0 *	0 *	0
Covina-Walnut	38	11	0 *	*	0 *	2 *	0	0
Diamond Bar	0	0	0 *	0 *	0	*	0	0
La Puente-S. El Monte	20	5	0 *	*	0 *	*	8 *	23 *
Hacienda Heights	0	0	0 *	*	0 *	0 *	0 *	0
Monterey Park-Rosemead	71	9	*	48 *	*	*	21	2
Other	0 *	0 *	0 *	0 *	0 *	0 *	0 *	0 *
Total	42	14	21	22	8	82	11	1

viduals), with the exception of the Monterey Park-Rosemead area (7). Tagalog speakers saw low staffing ratios in the Pomona area (4), the West Covina area (2), the Arcadia-San Gabriel-Temple City-San Marino area (0), the Baldwin Park-Azusa-Duarte area (0), the Diamond Bar area (0), and the Hacienda Heights area (0).

Service Area 4: Metro

Across the service area, staffing ratios for



English speakers were six times greater than ratios for Spanish speakers; seven times greater than ratios for Armenian speakers; two times greater than ratios for Farsi speakers; two times greater than ratios for Arabic and Cambodian speakers; four times greater than ratios for Russian speakers; five times greater than ratios for Korean speakers; eight times greater than ratios for Chinese speakers; and twelve times greater than ratios for Tagalog speakers. Of the thirteen threshold languages, Tagalog speakers had the fewest resources allocated to them (8). About a quarter of all Tagalog speakers reside within Service Area 4, the largest Tagalog community in the county. Only Vietnamese speakers had resources allocated to them at a level similar to English speakers.

Service Area 5: West

Service Area 5 was the only service area where Spanish and English speakers had equal staffing ratios (29). Within the service area, Chinese speakers (2) had the fewest staff resource allocated to them (for populations > 1,000) followed by Farsi speakers (6), Russian speakers (7), and Arabic speakers (8).

Service Area 6: South

Across the service area, Chinese speakers (52), Korean speakers (170), and Tagalog speakers (60) had about the same or more staffing resources allocated to them compared to English speakers (57). Of the language groups with over 1,000 residents, Spanish speakers (8) had the fewest staff resources allocated to them, even though Spanish speakers were a majority of the population in the service area. In five communities, there were fewer than five Spanish-speaking therapists/10,000 Spanish speakers.

Table 3.47 continued

Service Area Communities: Mental Health Providers' Language Capacity - Population-based Staffing Ratios[1]

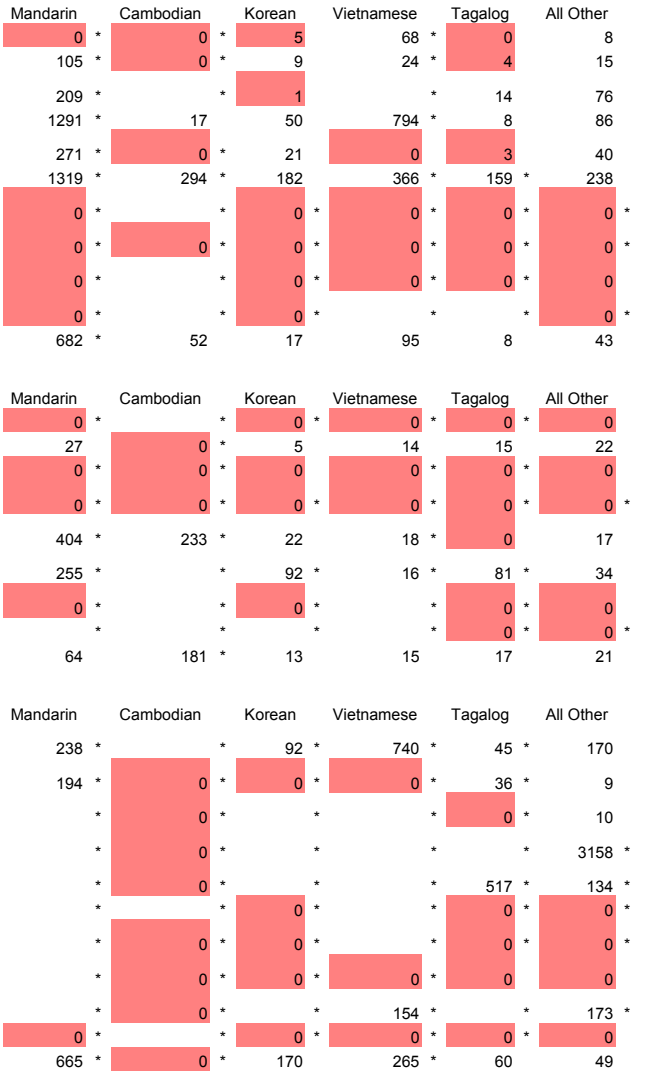
Service Area 4 Communities	English	Spanish	Armenian	Farsi	Arabic	Russian	Cantonese	Chinese
Wilshire La Brea E.	17	6	0 *	9	0 *	0 *	765 *	0 *
Hollywood	54	11	2	23	27 *	6	0 *	21 *
Pico Heights	418	28	405 *	380 *	22 *	*	*	0 *
Echo Park	173	18	38 *	*	159 *	248 *	105	12
Highland Park	89	14	21	*	78 *	*	2	3
Downtown	403	13	360 *	*	*	*	162	24
USC N.	0	0	*	*	*	0 *	0 *	0 *
West Adams	0	0	*	0 *	*	0 *	0 *	0 *
West Hollywood	0	0	*	0	0 *	0 *	0 *	0 *
Other	0 *	0	*	*	*	0 *	0 *	0 *
Total	94	15	13	43	44	24	64	11

Service Area 5 Communities	English	Spanish	Armenian	Farsi	Arabic	Russian	Cantonese	Chinese
Brentwood S.	0	0	0 *	0	0 *	0	0 *	0 *
West LA	42	40	0 *	7	5	16	20	2
Wilshire La Brea W.	0	0	0 *	0 *	0 *	0 *	0 *	0 *
Baldwin Hills W.	0	0	*	0 *	*	0 *	0 *	0 *
Playa Vista	8	6	*	38 *	0 *	0 *	0 *	0 *
Santa Monica-Culver City-Beverly Hills	52	81	*	6	26 *	7	251 *	0 *
Malibu	0	0	*	0 *	0 *	0 *	0 *	0 *
Other	0 *	0 *	*	*	*	*	*	*
Total	29	29	11 *	6	8	7	29	2

Service Area 6 Communities	English	Spanish	Armenian	Farsi	Arabic	Russian	Cantonese	Chinese
USC S.	223	32	*	*	*	0 *	836 *	45 *
Baldwin Hills S.	18	11	*	0 *	*	0 *	0 *	25 *
Hancock N.	22	3	*	*	*	*	*	*
USC E.	117	4	*	*	0 *	*	*	*
Watts	66	6	*	*	*	*	*	*
Florence-Firestone	0	0	0 *	*	*	*	*	0 *
Lynwood	0	0	*	*	*	*	*	*
Paramount	0	0	*	0 *	0 *	*	0 *	0 *
Compton	93	20	*	*	313 *	*	*	34 *
Other	0	0 *	*	0 *	0 *	0 *	0 *	0 *
Total	57	8	809 *	20	39 *	170 *	926 *	52

Service Area 7: East

In Service Area 7, where Spanish speakers were a majority of the population, all language groups with the exception of Chinese speakers (2) had higher staffing ratios than those found for Spanish speakers (7). Four communities with sizeable Spanish-speaking populations had fewer than five Spanish-speaking therapists/10,000: the Montebello area (0), the Bell Gardens-Bell-Maywood-



Cudahy-Commerce area (2), the Huntington Park area (4), and the South Gate area (1).

Service Area 8: South Bay

Across the service area, English speakers had a staffing ratio of 32. Only Russian speakers (41), Mandarin speakers (154), and Cantonese speakers (57) had more language-capable therapist resources available to them than for English speakers; all other language groups had fewer. Of these, Arabic speakers, who numbered over 1,000 individuals, had the lowest staffing ratio (5), followed by Tagalog (6) and Farsi speakers (8).

Table 3.47 continued

Service Area Communities: Mental Health Providers' Language Capacity - Population-based Staffing Ratios[1]

Service Area 7 Communities	English	Spanish	Armenian	Farsi	Arabic	Russian	Cantonese	Chinese
East LA	199	8	*	*	*	0 *	0 *	0 *
Downey	8	1	0 *	*	10 *	*	*	*
Norwalk	46	6	*	*	0 *	0 *	255 *	0 *
Whittier	12	7	54 *	*	0 *	0 *	25 *	0
Montebello	33	9	0 *	*	*	0 *	0 *	0
Bell Gardens-Bell-Maywood-Cudahy-Commerce	215	10	*	*	36	*	*	*
Huntington Park	146	4	0 *	*	*	*	*	0 *
South Gate	117	6	*	*	*	*	*	*
Bellflower	25	4	*	0 *	0 *	*	0 *	0 *
La Mirada-Santa Fe Springs	28	16	*	*	0 *	*	*	*
Lakewood-Cerritos-Artesia-Hawaiian Gardens	34	35	*	*	0 *	151 *	85 *	0
Signal Hill	0	0 *	*	0 *	0 *	0 *	0 *	0 *
Other	0	0	0 *	0 *	0 *	*	0 *	0
Total	41	8	30	211 *	20	32 *	75	1

Service Area 8 Communities	English	Spanish	Armenian	Farsi	Arabic	Russian	Cantonese	Chinese
Hancock S.	0	0	*	*	*	*	*	*
Wilmington	21	6	*	0 *	0 *	0 *	0 *	7
Inglewood	29	5	*	*	*	*	*	*
Torrance	33	33	0	61 *	0	55 *	16 *	0
Long Beach N.	81	32	*	325 *	0 *	114 *	239 *	17
Long Beach S.	51	7	*	198 *	*	*	0 *	56 *
Long Beach E.	11	9	*	74 *	0 *	*	0 *	0 *
Carson	177	64	*	*	*	88 *	*	29
Palos Verdes-Lomita	2	2	*	0 *	0 *	0 *	0 *	0
Redondo-Manhattan-Hermosa-El Segundo	4	7	0 *	0 *	0 *	0 *	0 *	0 *
Gardena-Lawndale	9	2	*	0 *	*	*	164 *	0 *
Hawthorne	10	1	*	*	0	22 *	*	0 *
Other	0	0	*	*	0 *	0 *	0 *	0 *
Total	33	13	52	85	10	48	73	8

Mandarin	Cambodian	Korean	Vietnamese	Tagalog	All Other
296 *	*	154 *	*	*	748 *
*	0 *	3	32 *	0 *	3
101 *	0 *	0	74 *	2	12
6	*	0	0 *	11 *	6
70 *	0 *	124 *	56 *	10	12
*	*	*	*	32 *	208 *
*	*	151 *	*	125 *	50 *
*	0 *	71 *	*	319 *	84 *
*	0 *	0 *	0 *	0	8
*	0 *	19	0 *	26	41
67	44 *	23	7	6	17
0 *	0 *	0 *	0 *	0 *	0
0 *	0 *	0 *	0 *	0 *	0 *
55	14	14	13	8	19

Mandarin	Cambodian	Korean	Vietnamese	Tagalog	All Other
*	0 *	*	*	0 *	0 *
205 *	58 *	4	*	4	13
*	*	*	*	176 *	46
30 *	*	0	0	15 *	5
*	35	106 *	6	11	57
661 *	11	37	17	6	30
131 *	0 *	0 *	0 *	6	20
3013 *	0 *	69	192 *	4	183
0 *	0 *	0	0 *	0	1
0 *	*	0 *	0 *	0	1
419 *	*	11	13	7	7
0 *	0 *	0 *	0	6	3
0 *	0 *	0 *	0 *	0 *	0 *
172	15	13	14	6	21

1. Rendering Providers / 10,000 individuals

≤ 5

* < 1000 individuals